Management Overview for the
National IT Apprenticeship System (NITAS)

"One must learn by doing the thing, for though you think you know it,
you have no certainty until you try." .. Sophocles 455 B.C.

NITAS OBJECTIVE:

To obtain full and necessary skill development and job proficiency in Project Management as determined through industry research and validation.

APPROACHES USED

NITAS uses several approaches to ensure a complete understanding of the work. Some examples are:

- A combination of directive and facilitative approaches with active listening by mentor
- Self discovery and active learning from apprentice
- Structured discussion with goal of validating work progress along with planning and guiding
- Completion of qualification cards consisting of knowledge (KNOW), ability (DO), and application (EXIT Criteria) of project management skills and competency objectives

EXPECTED OUTCOMES/BENEFITS FOR AGENCY

Below are some examples of some of the benefits the agency can expect from the program:

- Increase project management productivity
- Mitigate project risk
- Improve business outcomes

EXPECTED OUTCOMES/BENEFITS FOR APPRENTICE

Individuals can realize several benefits that are not part of a traditional training class such as:

- Guidance from a seasoned project manager
- Transfer of knowledge and skills from experience
- Increased employee attentiveness and understanding of project management standards, procedures and practices

EXPECTED OUTCOMES/BENEFITS FOR MENTOR

Mentors also receive benefits from the program. Below are a few examples of such:

- Validation in thinking and practices through the process of teaching another
- Expansion of experiences resulting in personal and professional growth
- Uncover new and possibly improved ways of doing things

ROLES AND RESPONSIBILITIES:

Agency (aka Employer) – For the purposes of this program, the term "agency" or "employer" shall refer to any State entity including the Executive, Judicial, and Legislative branches of government and the ND University System.

Apprentice – An apprentice is any individual employed by the State of North Dakota and who is registered with NITAS for a specific apprenticeship concentration. The apprentice is responsible to drive their own learning process. The apprentice will seek out appropriate related learning opportunities, coordinate and schedule mentoring sessions, and track and report progress on skills validation items (i.e. qual cards).

Mentor – NITAS refers to this role as "coach". For this program, the term mentor will be used and will be synonymous with NITAS' definition of "coach". A mentor is an individual who provides guidance and instruction to an apprentice or multiple apprentices. The mentor guides the apprentice in his/her learning through training and on-the-job learning. The mentor and the apprentice utilize the Qual Card, working through the "Know", "Do", and "Exit Criteria" to validate the apprentice's level of task proficiency. The mentor is the primary person responsible for validating that the apprentice has sufficient knowledge and skill in the competencies defined within a concentration. The Mentor will validate the learning, but not responsible nor accountable for the success of the project used by the apprentice in the NITAS Apprenticeship program.

Sponsor – The sponsor is the organization that is registered with NITAS and utilizes the apprenticeship model for skill development and on-the-job-learning. In this instance, the sponsor is the Information Technology Department and the designated sponsor contact is the Enterprise Project Management Office.

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ND Enterprise Project Management web site: http://www.state.nd.us/epm